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BEFORE THE PUBLIC SERVICE COMMISSION

OF THE STATE OF DELAWARE

IN THE MATTER OF THE REVIEW OF)
DELMARVA POWER & LIGHT COMPANY'S)
CUSTOMER SERVICE STANDARDS FILED IN)
CONNECTION WITH ITS RETAIL COMPETI-) PSC DOCKET NO. 06-168
TION RESTRUCTURING PLAN PURSUANT TO)
26 DEL. C. § 1006(A)(2)(d))
(OPENED JUNE 6, 2006))

ORDER NO. 6920

AND NOW, this 6th day of June, 2006, the Commission finds, determines, and Orders the following:

WHEREAS, the Commission, on December 9, 2003, approved a Supplemental Settlement Agreement in PSC Docket No. 02-231, involving a Cost Of Service Study filed by Delmarva Power & Light Company ("Delmarva" or the "Company"), which set forth certain criteria on which the Commission Staff ("Staff") and the Division of the Public Advocate ("DPA") would continue to monitor the Company's performance in its customer service areas, including call center response, meter reading, and billing;

AND WHEREAS, the Supplemental Settlement Agreement entered into by the parties applied certain cost of service benchmarks, as well as a two-year "service level quality guarantee" for the Company's Telephone Service Factor ("TSF") for calendar years 2004 and 2005;

AND WHEREAS, under a formula set forth in the Supplemental Settlement Agreement, if, during the two-year period, the Company did not meet certain performance criteria for its TSF service level

quality guarantee, it could be subjected to a self-executing regulatory liability at the end of each year.

AND WHEREAS, Staff believes that the Company's performance in certain customer service areas continues to require monitoring on a basis similar to that approved by the Commission in its prior Order; and

Now, therefore, **IT IS ORDERED:**

1. That the customer service benchmarks approved as part of PSC Docket No. 02-231 and Commission Order No. 6328 shall be reinstated beginning June 1, 2006. Delmarva Power & Light Company shall begin reporting in accordance with said benchmarks, and said benchmarks shall be applicable to Delmarva Power & Light Company with the exception that the former TSF" service level quality guarantee" will be a target without a self-executing regulatory liability.

2. That if the Staff or the DPA believe that a penalty should result from the Company's performance under the TSF target, the Staff or the DPA may file an application with the Commission seeking to impose a penalty.

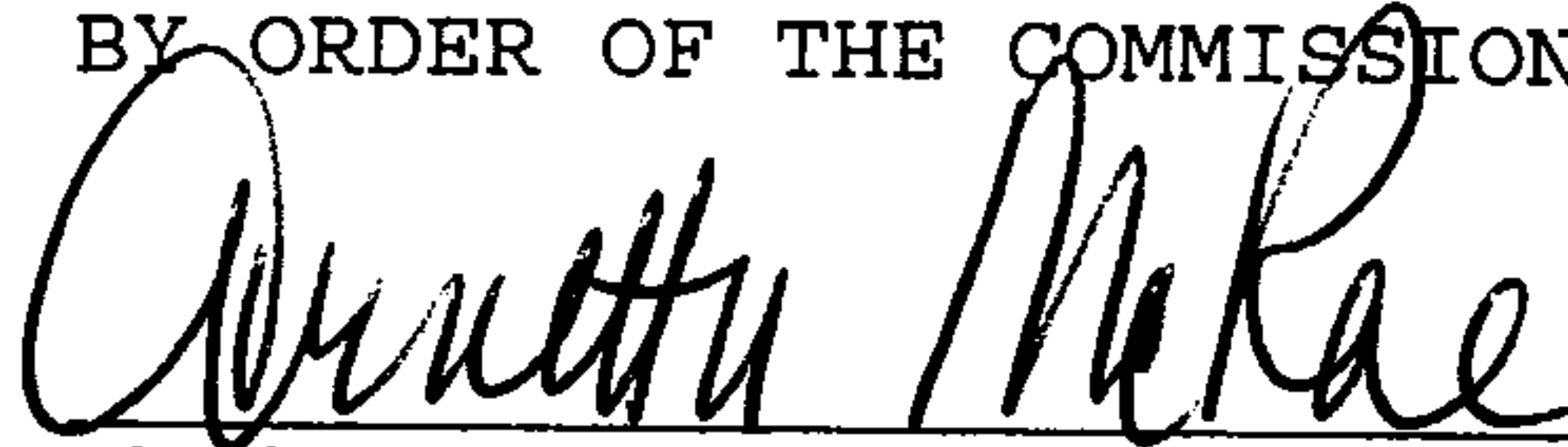
3. That the Commission opens this docket for the purpose of reviewing the application of those customer service benchmarks to determine whether they should be modified, and for what period in the future they should continue to be applied.

4. That the parties shall attempt to work out these issues by means of participating in informal workshops with the goal of revising the above-referenced Supplemental Settlement Agreement that the Commission can review.


5. That if the parties are unable to resolve this matter through an informal process, the Commission shall appoint a Hearing Examiner to hold evidentiary hearings and make proposed findings and recommendations to the Commission.

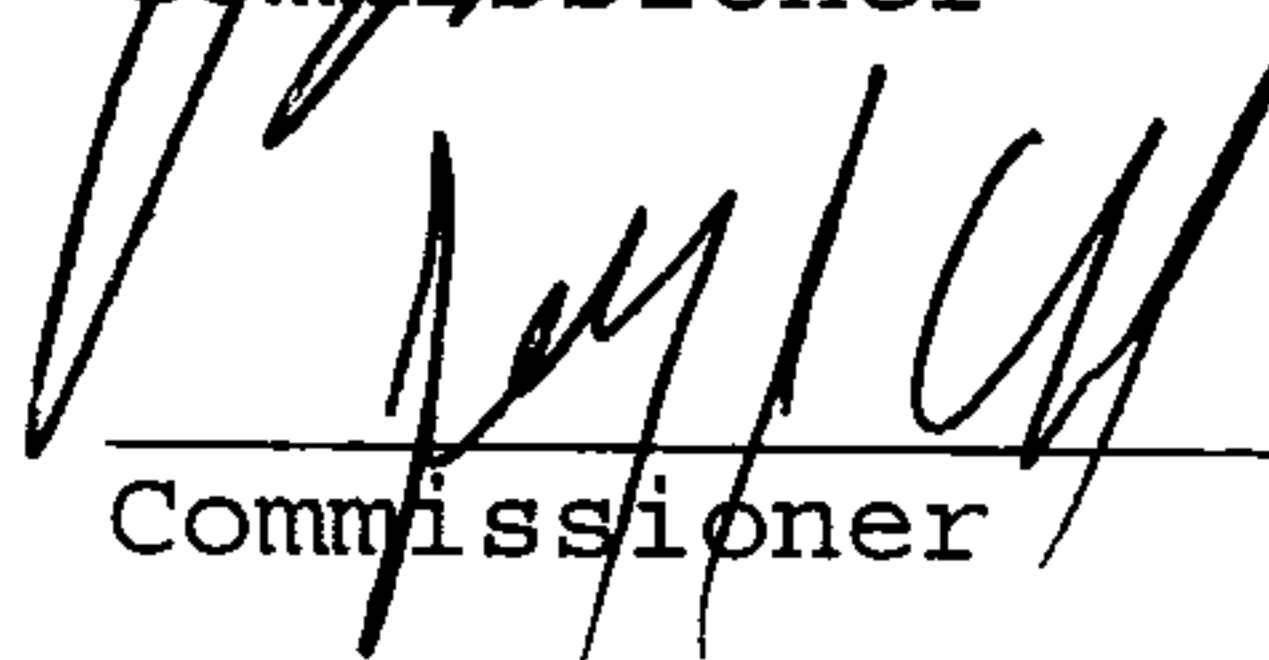
6. That the Commission reserves the jurisdiction and authority to enter such further Orders in this matter as may be deemed necessary or proper.

BY ORDER OF THE COMMISSION


Chair

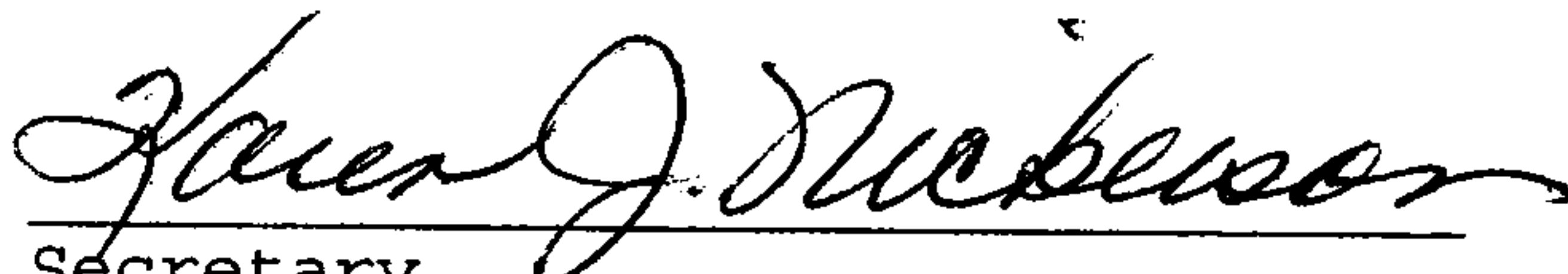

Commissioner


Commissioner


Commissioner

Commissioner

ATTEST:


Secretary

